

Service Summary

Investor Compensation (UK) Ltd t/a PCP-Claimback is a Claims Management Company. We at Investor Compensation (UK) Ltd understand that the documents are long, but we have tried to make these as simple to understand as possible. However, if you have any questions about the documents (or the claim more generally), please feel free to call us on 0800 083 0167 or 01535 959 496.

What you are signing up to with us

Car Finance Claim. We will advise, investigate and represent you against relevant third parties for a potential mis-sold car finance claim. We will take steps to establish that you had a relationship with the finance provider, obtain relevant information to investigate the merits of the claim(s) and, where merit is established, submit a letter of claim to the relevant finance provider. They are allowed 8 weeks to respond to the request, but due to the ongoing investigation being carried out by the Financial Conduct Authority they may not respond until after the 24 September 2024, at the earliest. We will process your claim, liaising with the finance provider until a conclusion is reached. This could involve escalating the complaint to the Financial Ombudsman Service (FOS). We will keep you informed of any material developments by either email, telephone and/or post. In some circumstances (if appropriate), we may refer your claim to a Solicitor. We will ask for consent from you before we do this.

Service Fees

No Win, No Fee Guarantee. We act on a “no win, no fee” arrangement. This means that you don’t have to pay money up front for us to pursue your claim and if we are unsuccessful, you do not pay us a penny* If your claim is successful, we will charge you a fee that is in line with the FCA Fee Cap. The amount you pay will be dependent on the level of redress you receive. VAT is chargeable on each service (the current rate of VAT is 20%). Below are several worked examples that illustrate how our service fee is applied for any offer of settlement offered. Our service fee(s) will reduce the amount of cash in hand compensation you will retain. If you have any outstanding liabilities with the firm against whom the claim is made then in certain circumstances your redress may be off set against those outstanding liabilities and you will need to pay our fees from your own funds.

Settlement Offered	Our Fee	VAT (20%)	Fee Owed to Us	Amount You Receive
£1,200	30% - £360	£72	£432	£768
£5,000	28% - £1,400	£280	£1,680	£3,320
£15,000	25% - £3,750	£750	£4,500	£10,500
£30,000	20% - £6,000	£1,200	£7,200	£22,800
£50,000	15% - £7,500	£1,500	£9,000	£41,000

Your Obligation to Us

All we ask from you is that you provide us with all documentation likely to be needed to pursue your claim(s), complete the necessary paperwork required for us to establish the merits of a claim and forward any correspondence you may receive directly from your finance provider.

Right to Cancel/Terminate

You can cancel/terminate this agreement at any time within 14 days without giving any reason and without incurring any charge. You can communicate Your cancellation by telephone, by email, in writing, in person or can use the cancellation form accompanying our Terms of Business. We recommend that any written confirmation of cancellation is sent by recorded delivery but this is not obligatory. *If you decide to cancel your agreement with us after 14 days, we may charge you a reasonable fee for any work we have undertaken to that point. The cost will be £175 per hour including VAT. We will provide you with an itemised invoice that details the services we have undertaken.

Redress Schemes

You do not need to use a Claims Management Company to check if your agreement was mis sold to you. You can do this yourself for free by making a claim against your finance provider and if not successful you can escalate your claim to the Financial Ombudsman Service (FOS).